

Online Licensee Ordering

User Guide



***VIRGINIA DEPARTMENT OF
ALCOHOLIC BEVERAGE CONTROL***

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Document History

Revision History

| Revision Number | Date | Description of Changes | Author |
|-----------------|-----------|---|----------------|
| 1.0 | 8/3/2011 | User guide created | Hallie Yeager |
| 1.1 | 7/20/2012 | Revised for 7/23/2012 release | Shelley Dodson |
| 2.0 | 7/23/2012 | Updated with template and subject references for table of contents. | Shelley Dodson |

1 Overview

1.1 Introduction

The Virginia Department of Alcoholic Beverage Control has developed Online Licensee Ordering for the Management of Inventory and Product Sales (MIPS) application for Licensees use for placing orders directly with the Point of Sale (POS) system in a store. This system is another avenue for Licensees to place orders efficiently and effectively.

Online Licensee Ordering allows Licensees to view accurate and up-to-date product codes with present and future discounting and provides automatic email notifications when orders are submitted and ready for pick up. Real-time inventory levels at the store are available for the Licensee as they place their order.

The Online Licensee Ordering User Guide is intended for Licensee use for setup and use of the MIPS Online Licensee Ordering system to place orders.

1.2 Technical Specifications

MIPS Online Licensee Ordering is a web application accessible via internet browser. Browser settings must be configured to enable Java-script and Session Cookies and must allow Pop-ups. MIPS is optimized for Internet Explorer 8 at this time. Browser compatibility will be increased with future application releases.

1.3 Prerequisites

In order to use the MIPS Online Licensee Ordering system, Licensees must:

1. Create an account for VA ABC Account Central
2. Request access to MIPS Online Licensee Ordering
3. Accept the Terms and Conditions for use of the MIPS application
4. Access MIPS Online Licensee Ordering as a representative of a company or business with a valid and active Mixed Beverage License.

NOTE: Contact the VA ABC Bureau of Enforcement for further inquiry regarding licensing and license status.

1.4 Support

For inquiries related to existing orders, contact your primary ABC store.

For technical issues, see Section 5 – “Troubleshooting and FAQs”

For additional issues, email the ABC Production Support Team. - ABC-PST@cov.virginia.gov

2 Getting Started

Licensees may place orders through the MIPS Online Licensee Ordering system. To use this system and before submitting an order online, Licensees must first set up an Account Central account and then request access to the MIPS application. It is recommended that Licensees perform this setup days prior to needing to submit and/or pickup an order from their assigned ABC store.

NOTE: Account Central account setup and MIPS access request steps detailed in this section are only required for initial setup prior to accessing MIPS Online Licensee Ordering for the first time. Licensees that have completed these step, will skip this section and proceed directly to MIPS to create and search orders and guides.

2.1 Create an Account Central account

Licensees must create an Account Central account to use in requesting request access to MIPS Online Licensee Ordering.

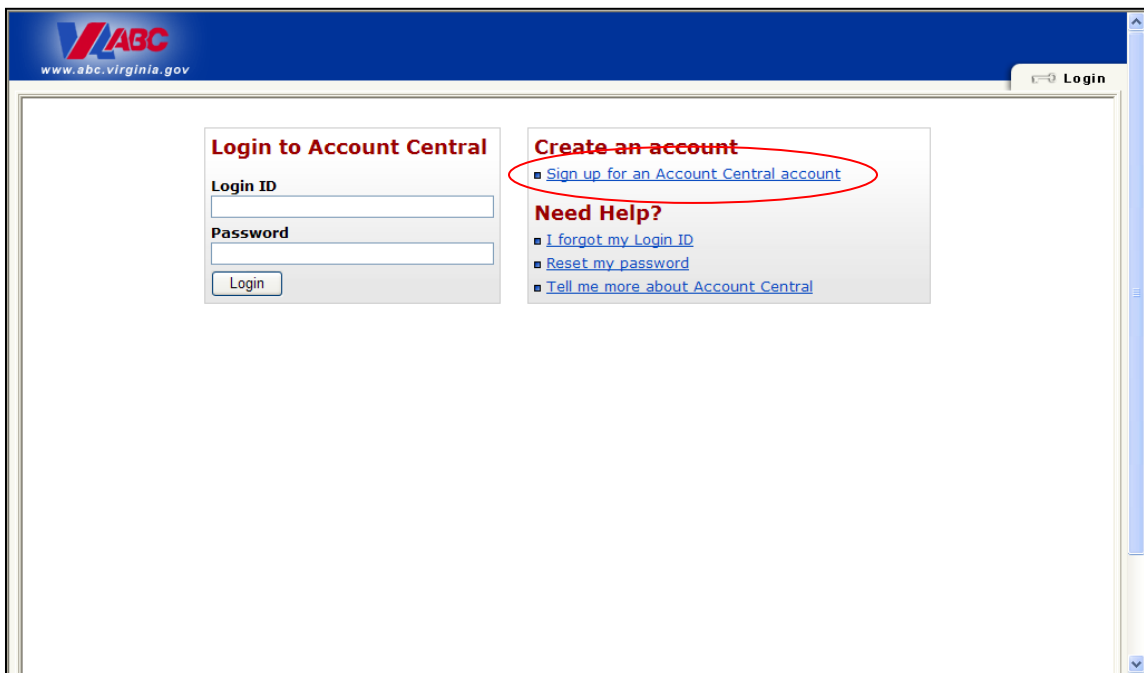
1. Enter the following URL into the address bar of your internet browser.
<https://gin.abc.virginia.gov/mips/index.html>

2. On the MIPS Login page, click on the "Login" link.

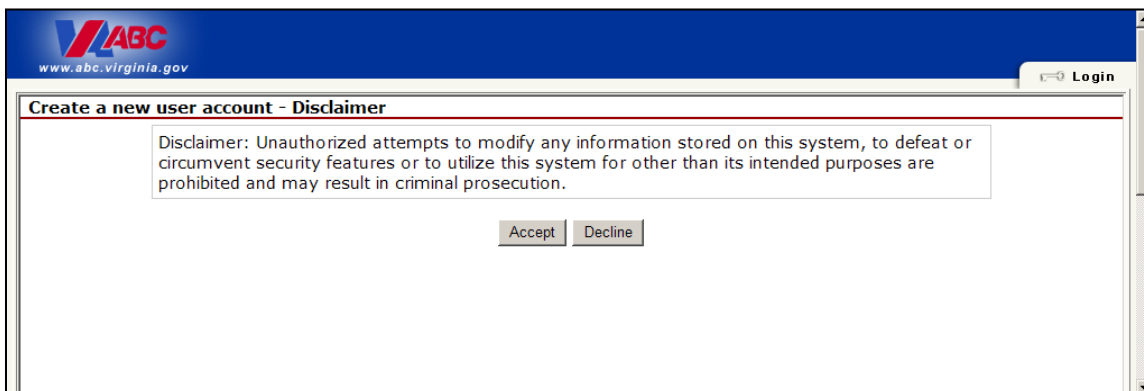
NOTE: You will be directed to Account Central.



3. On the Account Central login screen, click on the “Sign up for an Account Central account” link



4. Read the disclaimer.
5. Accept or decline the disclaimer.
 - a. Click the “Accept” button to accept the disclaimer.
 - OR
 - b. Click the “Decline” button to accept the disclaimer.



6. An email account is not required for creating an Account Central account. However, by providing an e-mail address you will be able to recover from forgotten Login ID, recover from forgotten or expired password, and receive account notifications via email.
 - a. Select either:
 - i. "I have an e-mail address and would like an Account Central account"
OR
 - ii. "I DO NOT have an e-mail address but would like an Account Central account"
 - b. Click the "Continue" button.

NOTE: Though an email address is not required for setup of an Account Central account, you are required to provide an email address in order to request access to the MIPS application for Online Licensee Ordering. See section 2.2 – "Request Access to MIPS".

Create a new user account

An e-mail address is not required for creating an Account Central account. However, by providing an e-mail address you will be able to:

- Recover from a forgotten Login ID
- Recover from a forgotten or expired password
- Receive notifications via e-mail about your account

☐ I have an e-mail address and would like an Account Central account

☒ I DO NOT have an e-mail address but would like an Account Central

7. Establish user credentials for your Account Central account:
 - a. Enter preferred Login Id and Password in the respective fields.
 - b. Enter password a second time in the "Confirm Password" field.
 - c. Click the "Submit" button.

Create a new user account - User credentials

Each time you login to Account Central you need to provide a Login ID and password. Please create a Login ID and password. Both must adhere to the respective requirements defined below.

Password Policy

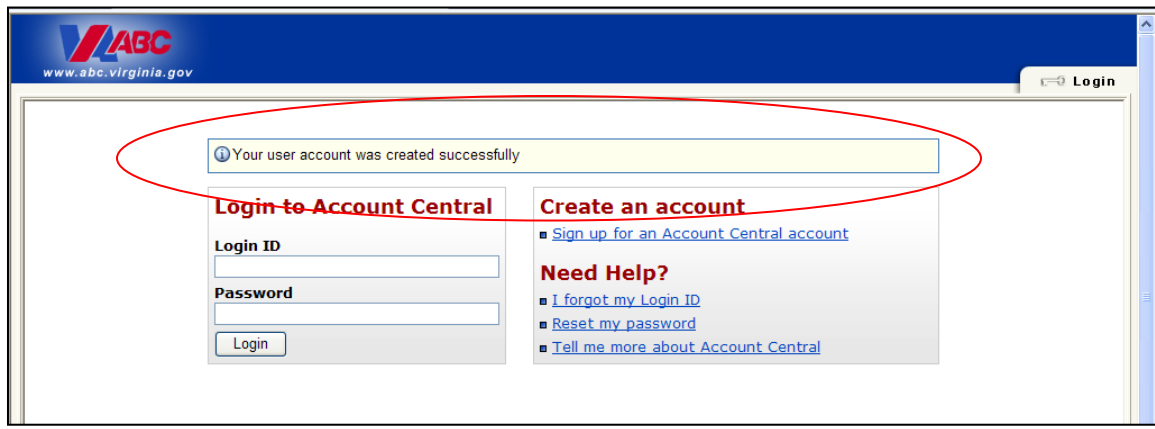
- Must be between 8 and 30 characters in length
- Must contain one lower case, one upper case, one number
- Previously used passwords are not permitted

Login ID*:

Password*:

Confirm password*:

8. Upon successful creation of an Account Central account, the message “Your user account was created successfully” will appear at the top of the screen.

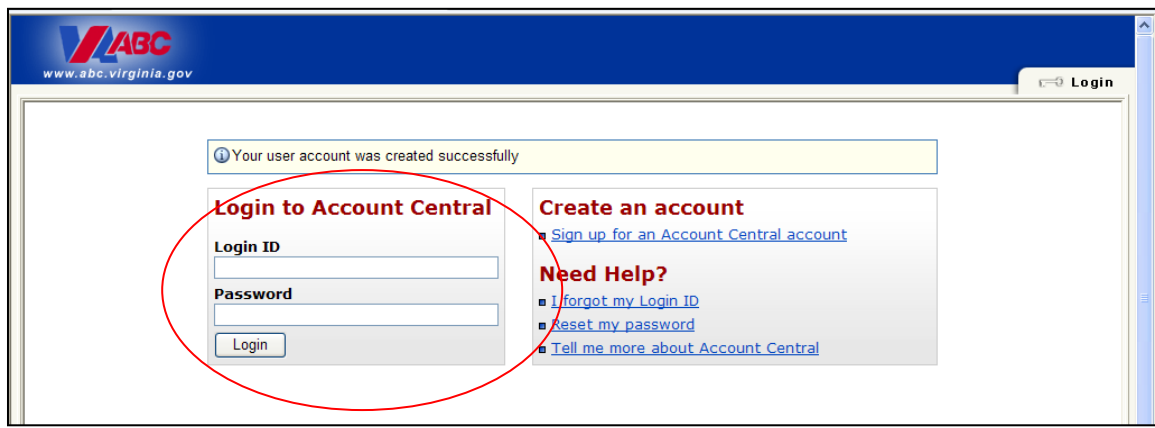


2.2 Request access to MIPS Online Licensee Ordering

Licensees must request access to MIPS Online Licensee Ordering through their Account Central account. To create an Account Central account, see section 2.1 - “Create an Account Central account”.

1. Enter your Account Central Login ID and Password in the “Login to Account Central” box and click the “Login” button.

NOTE: When you first log in to Account Central, you will be directed to the MIPS Access Request screen. For all subsequent logins, you will be directed to the MIPS home page.



2. Enter your contact information in the designated fields. Required fields are indicated by the blue stars.

The screenshot shows a web browser window with the ABC Virginia logo and navigation links (My Account, Logout, Support, Home). The page title is "MIPS Access Request". A legend indicates that a blue star denotes a required field. A link for "Request MIPS Access Tutorial" is provided. A note states that MIPS Access is only for representatives of ABC Vendor, Carrier, or Licensee, and existing MIPS users should not request new access. The form is divided into two main sections: "Enter Contact Information" and "Access Type".

MIPS Access Request

★ Denotes a required field

[Request MIPS Access Tutorial](#)

Please note: MIPS Access can only be granted to representatives of ABC Vendor, Carrier or Licensee.
If you are an existing MIPS user please do not request new access.

Enter Contact Information

Name Prefix: Select One

★ First Name: Jane

Middle Name:

★ Last Name: Doely

★ Email Address: jane@mycompany.com

★ Phone Number: 555-555-5555 ext. (e.g., 555-555-5555)

★ Fax Number: 555-555-5555 ext. (e.g., 555-555-5555)

Enter business address:

★ Address 1: 101 S. Main Street

Address 2:

★ City: Hometown

★ State: VA

★ ZIP Code: 55555 -

Access Type

3. Scroll down the page to the "Access Type" section.

4. In the “Access Type” section, complete the required information as indicated by the blue stars.
- Click on “Licensee Ordering Rep” in the “Access Type Requested” field.
 - Enter your company business or trade name in the “What company do you Represent?” field.
 - Complete the “What Time Frame Would You Expect to Start?” field.

★ ZIP Code 23220 -

Access Type

A Product/Inventory Rep is able to submit Products for Consideration, update existing Product Specifications, add/update Discounts, and view Inventory Levels.
A Delivery Scheduling Rep is able to submit orders for inventory to be delivered to the ABC.
A Licensee Ordering Rep is able to submit orders to be picked up at an ABC store.

★ Access Type Requested

Product/Inventory Rep
Delivery Scheduling Rep
Licensee Ordering Rep

★ What Company do you Represent?
(Vendor/Carrier/Licensee Name)

★ What Time Frame Would You Expect to Start?

- d. Enter your license number in the “License Number” field.

★ What Vendor(s) are you delivering for?

For Licensee Ordering Representative Only:

A Licensee Ordering Rep must enter only one license. If the Rep will be representing more than one license for an owner, then they will be automatically associated.

★ License Number

Submit

5. Click the "Submit" button.

NOTE: The area designated "For Delivery Scheduler Representative Only:" is not applicable for Online Licensee Ordering.

6. Upon approval of your MIPS access request, the message "Your Access Request has been approved." will appear at the top of the screen

7. Click on the "Logout" link.

NOTE: Once your MIPS access request is approved, log out of Account Central for the noted processing period. After this period, you may access the Online Licensee Ordering system,

The screenshot shows the ABC Virginia website (www.abc.virginia.gov) with a blue header. In the top right of the header, the 'Logout' link is circled in red. Below the header, a black banner reads 'MIPS Access Request'. The main content area has a light beige background and displays the message: 'Your Access Request has been approved. Please logout and login to the system again after 5 minutes to start using MIPS application.' Below this, a note states: 'Please note: MIPS Access can only be granted to representatives of ABC Vendor, Carrier or Licensee. If you are an existing MIPS user please do not request new access.' A red callout bubble with a pointer to the message says 'Your Access Request has been approved.' At the bottom, there is a form titled 'Enter Contact Information' with fields for Name Prefix (a dropdown menu showing 'Select One'), First Name (containing 'Jane'), Middle Name (empty), and Last Name (containing 'Dooley').

2.3 Review Terms and Conditions

Licensees must accept the Terms and Conditions in order to use the MIPS application in order to use the Online Ordering system to place orders.

1. Enter the following URL into the address bar of your internet browser.
<https://gin.abc.virginia.gov/mips/index.html>

2. Click on the "Login" link to be directed to Account Central for Login

3. Enter your Account Central Login ID and Password in the "Login to Account Central" box and click the "Login" button.

NOTE: When you first log in to access Online Licensee Ordering, you will be directed to the MIPS Application Terms and Conditions page. For all subsequent logins, you will be directed to the MIPS Welcome page.

4. Read the Terms and Conditions.
 - a. If you agree to the terms and conditions, then click the “Accept” button.
 - b. If you do not agree to the terms and conditions, then click the “Decline” button

The screenshot shows a web browser window with the ABC logo and the URL www.abc.virginia.gov. The page title is "Terms and Conditions". The content includes a statement of policy, a list of web site practices, Virginia law references, links to other web sites, a choice to provide information, and customer comments. At the bottom, there are "Accept" and "Decline" buttons.

Terms and Conditions

Terms and Conditions for using ABC MIPS application.

"It is the policy of the Commonwealth of Virginia that personal information about citizens will be collected only to the extent necessary to provide the service or benefit desired; that only appropriate information will be collected; that the citizen shall understand the reason the information is collected and be able to examine their personal record which is maintained by a public body."

This Web site:

1. Collects no personal information, except where information is voluntarily submitted to web forms on this Web site.
2. Does not place a "cookie" on your computer.
3. For each visitor, we collect the Internet Protocol (IP) address, type of browser used, the date and time of the visit, and the IP addresses of the locations that the visitor linked during his or her visit to our Web site. This information is strictly used for statistical reporting purposes.

Virginia law:

We protect our records in accordance with our obligations as defined by applicable Virginia statutes, including, but not limited to, the "Virginia Privacy Protection Act of 1976", the "Virginia Freedom of Information Act", and by any applicable U.S. federal laws.

Links to other Web sites:

Our Web site may contain links to other public or private entities' Web sites, whose privacy practices we do not control.

Choice to provide information:

There is no legal requirement for you to provide any information at our Web site. However, failure to provide optional information will mean that the particular feature or service associated with that part of the Web page will not be available to you.

Customer comments:

If you have questions about this privacy statement or the practices of this Web site, please contact us at: webmaster@abc.virginia.gov.

5. Upon accepting the Terms and Conditions, you will be directed to the MIPS Welcome page where you may begin using the Online Licensee Ordering system.

The screenshot shows a web browser window with the ABC logo and the URL www.abc.virginia.gov. The page title is "Welcome Jane Doely". The content includes a navigation instruction and a list of links for the user to click.

Welcome Jane Doely

For navigation, use the buttons/links provided by the application, not the ones provided by the browser.

- [Search Orders/Guides](#)
- [Create Order](#)
- [Add Order Guide](#)
- [Update Contact Information](#)
- [Leave Feedback](#)
- [View Terms and Conditions](#)

3 Online Licensee Ordering System

3.1 Your First Online Order

Prior to accessing the Online Licensee Ordering System for the first time, Licensees must completed the steps outlined in section 2 – “Getting Started”. See section 1.3 – “Prerequisites”.

It is recommended that you review sections 3.2 – 3.6 prior to submitting your first order. These sections describe ordering and product information features of the Online Licensee Ordering system you may find useful while placing your order.

The use of “drafts” is also recommended as the Online Licensee Ordering system has a limited time for a browser session to stay active. It is a good idea to save your order as a draft if you believe it will take you longer than 10-15 minutes to complete the order or if you are going to be away from your computer for any amount of time while in the midst of placing an order. See section 3.6 – “Save Order as Draft”.

3.2 Log in

1. Enter the following URL into the address bar of your internet browser.
<https://gin.abc.virginia.gov/mips/index.html>
2. Click on the “Login” link to be directed to Account Central for Login.
3. Enter your Account Central Login ID and Password in the “Login to Account Central” box and click the “Login” button.

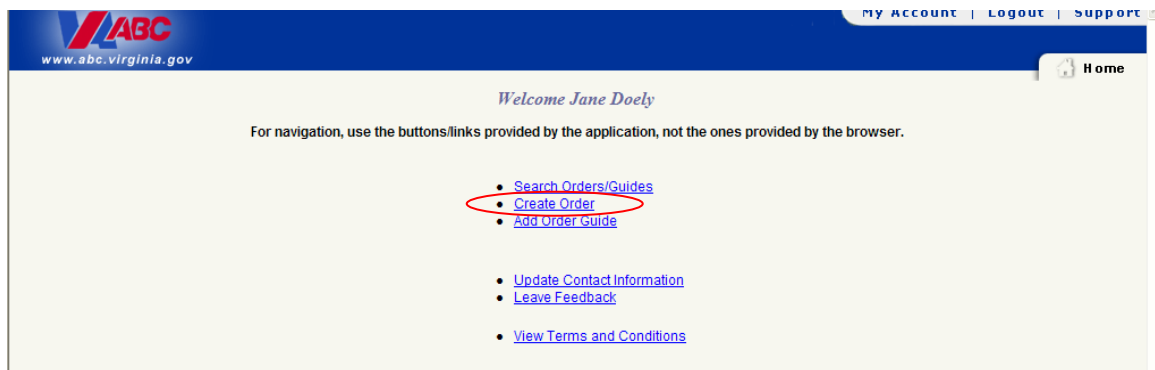
NOTE: When you first log in to access Online Licensee Ordering, you will be directed to the MIPS Application Terms and Conditions page. For all subsequent logins, you will be directed to the MIPS Welcome page.



3.3 Create an Order

Online Licensee ordering allows Licensees to place orders on line for pick-up at their base store.

1. Log in to the Online Licensee Ordering System. See section 3.2 – “Log in”.
2. Click on the “Create Order” link.



3. Verify that the information is correct for the following fields: “License Number”, “ABC Store Number”, “Store Address”, “Store Phone”, and “Order Contact”.
 - a. If you have multiple license numbers, then be sure to select the correct license number for your order from the drop-down “License Number” field.

NOTE: Each Licensee is assigned a base store by their Enforcement Agent. If you have multiple licenses, the base store may vary among them. Therefore by selecting a different license number, the store number and other store related information may change. See section – “Troubleshooting and FAQs”, question 5.

The screenshot shows the 'Create Licensee Order' form on the ABC Virginia website. The form has a header with 'Licensee Orders' and 'Create Licensee Order'. Below the header, there are buttons for 'Cancel', 'Save Draft', and 'Submit'. A note states: 'Same day orders must be submitted before 8 am. Please contact the store directly if you need scheduling assistance.' The form contains the following fields:

- ★ Store Number: 331
- ★ License Number: 50444 (dropdown menu)
- Store Address: Short Pump Crossing Shopping Center 3406 Pump Road, Richmond, VA 23233
- Store Phone: 804-360-7613
- ★ Requested Pickup Date: (dropdown menu)
- ★ Order Contact: Jane Doely

A note at the bottom states: 'Please note: * indicates that the Retail Bottle Price reflects discount. If a product is Discontinued or Closed Out, the font color of the product details will be red.' Below this, there is a table with columns for product information:

| Line Number | Order Information | Product Information | Discount Information | Store Inventory |
|-------------|-------------------|---------------------|----------------------|-----------------|
| | Product | Bottle | Bottles per | Retail Bottle |
| | | | | Current |
| | | | | Next |
| | | | | Available |

- Select your requested pickup date from the drop-down menu in the "Requested Pickup Date" field.

NOTE: Same day orders must be submitted before 8 am. Please contact the store directly if you need scheduling assistance.

www.abc.virginia.gov

My Account | Logout | Support

Home | Ordering

Licensee Orders

Create Licensee Order

Cancel Save Draft Submit

★ Denotes a required field

Same day orders must be submitted before 8 am. Please contact the store directly if you need scheduling assistance.

Link Navigation
Perform New Search

★ Store Number: 331

★ License Number: 50444

Store Address: Short Pump Crossing Shopping Center 3406 Pump Road
Richmond, VA 23233

Store Phone: 804-360-7613

★ Requested Pickup Date: 07-22-2011, Friday

★ Order Contact: Jane Doely

Please note: * Indicates that the Retail Bottle Price reflects discount.

If a product is Discontinued or Closed Out, the font color of the product details will be red.

| Line Number | Product | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles |
|-------------|---------|---------|--------------|-------------|------------------|---------------------|---------------|------------|-------------------|
| 1 | | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| 4 | | | | | | | | | |
| 5 | | | | | | | | | |
| 6 | | | | | | | | | |
| 7 | | | | | | | | | |
| 8 | | | | | | | | | |
| 9 | | | | | | | | | |
| 10 | | | | | | | | | |
| 11 | | | | | | | | | |
| 12 | | | | | | | | | |
| 13 | | | | | | | | | |

- Scroll down to the "Order" section.

Please note: * Indicates that the Retail Bottle Price reflects discount.

Find Product Codes

If a product is Discontinued or Closed Out, the font color of the product details will be red.

| Line Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles |
|-------------|--------------|---------|--------------|-------------|------------------|---------------------|---------------|------------|-------------------|
| 1 | | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| 4 | | | | | | | | | |
| 5 | | | | | | | | | |
| 6 | | | | | | | | | |
| 7 | | | | | | | | | |
| 8 | | | | | | | | | |
| 9 | | | | | | | | | |
| 10 | | | | | | | | | |
| 11 | | | | | | | | | |
| 12 | | | | | | | | | |
| 13 | | | | | | | | | |

6. Enter the product code in the “Product Code” field.

NOTE: You may choose to view product and discount information or search product information as you place your order.

See section 3.4 – “View Product and Discount Information”.

See section 3.5 – “Search Product Information”.

Please note: * indicates that the Retail Bottle Price reflects discount.
[Find Product Codes](#) If a product is Discontinued or Closed Out, the font color of the product details will be red.

| Line | Order Information | | Product Information | | | | Discount Information | | Store Inventory |
|--------|----------------------|----------------------|---------------------|-------------|------------------|---------------------|----------------------|------------|-------------------|
| Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles |
| 1 | <input type="text"/> | <input type="text"/> | | | | | | | |
| 2 | <input type="text"/> | <input type="text"/> | | | | | | | |
| 3 | <input type="text"/> | <input type="text"/> | | | | | | | |

7. Click in the empty box next to a product in the “Bottles” column and enter the number of bottles of the product(s) that you wish to order.

NOTE: You can see the number of bottles currently available in the store’s inventory by looking at the “Store Inventory Available Bottles” column.

Please note: * indicates that the Retail Bottle Price reflects discount.
[Find Product Codes](#) If a product is Discontinued or Closed Out, the font color of the product details will be red.

| Line | Order Information | | Product Information | | | | Discount Information | | Store Inventory |
|--------|----------------------|----------------------|---------------------|-------------|------------------|---------------------|----------------------|------------|-------------------|
| Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles |
| 1 | 067595 | <input type="text"/> | Patron XO Cafe | 750ml | 6 | 27.9 | No | No | 0 |
| 2 | 088290 | <input type="text"/> | Patron Silver | 200ml | 12 | 17.95 | No | No | 0 |
| 3 | <input type="text"/> | <input type="text"/> | | | | | | | |

8. Repeat steps 6-7 until you have all products that you wish to order included in your order list.
*NOTE: The Online Licensee Ordering system has a limited time for a session to stay active, so it is a good idea to save an order as a draft if you believe it will take you longer than 10-15 minutes to complete the order screen or if you are going to be away from your computer for any amount of time while in the midst of placing an order.
 See section 3.6 – “Save Order as Draft” for instructions on how to save your order as a draft.*
9. To add more products to your order, click the “Add More” button at the bottom of the screen to add additional rows to your list.

MIPS Version 7.0.1

10. To submit your order, scroll to top of the page and click the “Submit” button.

www.abc.virginia.gov

My Account | Logout | Support

Home | Ordering

Licensee Orders

Create Licensee Order

Cancel Save Draft **Submit**

★ Denotes a required field

Same day orders must be submitted before 8 am. Please contact the store directly if you need scheduling assistance.

Link Navigation
[Perform New Search](#)

★ Store Number: 331 ★ License Number: 50444

Store Address: Short Pump Crossing Shopping Center 3406 Pump Road
 Richmond, VA 23233

Store Phone: 804-360-7613

★ Requested Pickup Date:

★ Order Contact: Jane Doely

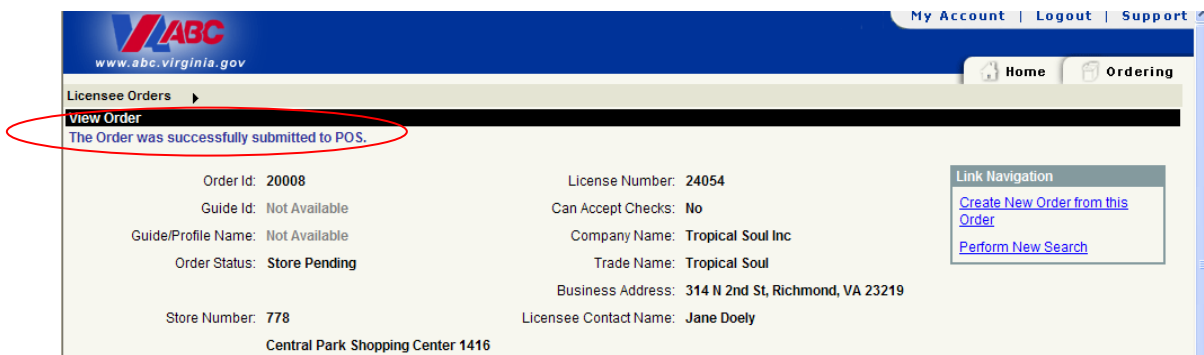
Please note: * indicates that the Retail Bottle Price reflects discount.
 If a product is Discontinued or Closed Out, the font color of the product details will be red.

[Find Product Codes](#)

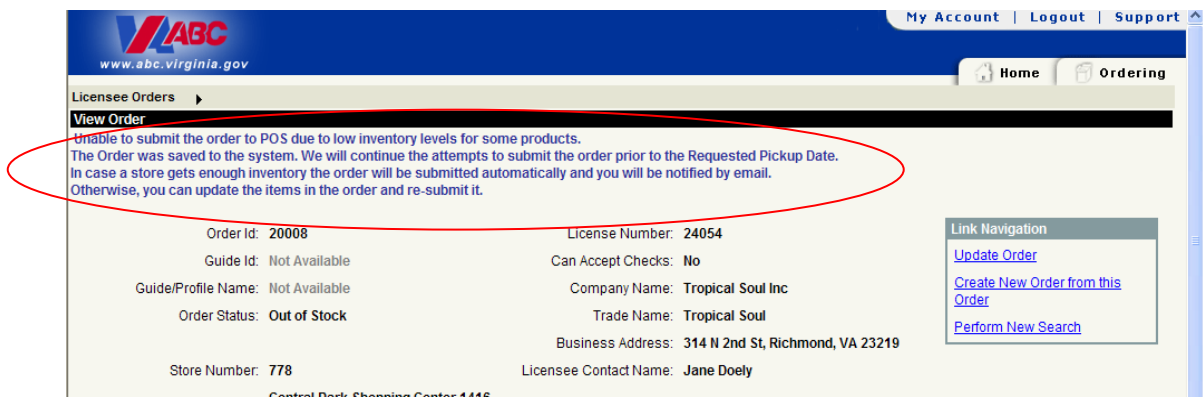
| Line | Order Information | | Product Information | | | Discount Information | | Store Inventory |
|--------|-------------------|--------|---------------------|--------|-------------|----------------------|---------|-----------------|
| Number | Product | Bottle | Product | Bottle | Bottles per | Retail Bottle | Current | Next |
| | | | | | | | | Available |

- a. If the message “Your order was successfully submitted to POS.” appears at the top of the screen, your order was successfully submitted with no errors.

Once the order has been fulfilled, you will receive an email notifying you that your order has been picked and verified and it is ready to be picked up from the ABC retail store with which the order was placed.



- b. If the message “Unable to submit the order to POS due to low inventory levels for some products.” appears at the top of your screen, this means an item on your list is either not available or is not available in the quantity that you requested.



- i. If you do nothing:
- Your order is saved in the system and the system will continue attempts to submit the order prior to the Requested Pickup Date. You will receive notification via email.
- If the store gets enough inventory to process your order prior to your Requested Pickup Date, your order will submit and will receive notification via email.
NOTE: Once the order has been fulfilled, you will receive an email notifying you that your order has been picked and verified and it is ready to be picked up from the ABC retail store with which the order was placed
 - If you do not receive order confirmation email stating that your order has been successfully submitted within a reasonable time period, then you should update your order and re-submit. See next section for details.

NOTE: Upon your Requested Pickup Date, if one or more items on your list is either not available or is not available in the quantity that you requested NONE OF THE ORDER WILL BE SUBMITTED.

You will receive email confirmation once the order is sent to the store.

Example: If there are only 4 bottles in stock and you have requested 6 bottles, then once the store's inventory is updated to 6 or more bottles the order will be submitted. If the store's inventory is not updated to at least 6 bottles, NONE OF THE ORDER WILL BE SUBMITTED.

- ii. You may update your order and re-submit.

Click the "Update Order" link in the "Link Navigation" box on the right side of the screen. You may then update your order by choosing to remove the item that is out of stock, edit the quantity requested, or substitute the item.

Licensee Orders >

View Order

Unable to submit the order to POS due to low inventory levels for some products.
The Order was saved to the system. We will continue the attempts to submit the order prior to the Requested Pickup Date.
In case a store gets enough inventory the order will be submitted automatically and you will be notified by email.
Otherwise, you can update the items in the order and re-submit it.

| | |
|-----------------------------------|--|
| Order Id: 20008 | License Number: 24054 |
| Guide Id: Not Available | Can Accept Checks: No |
| Guide/Profile Name: Not Available | Company Name: Tropical Soul Inc |
| Order Status: Out of Stock | Trade Name: Tropical Soul |
| Store Number: 778 | Business Address: 314 N 2nd St, Richmond, VA 23219 |
| | Licensee Contact Name: Jane Doely |

Central Park Shopping Center 1416

Link Navigation

- [Update Order](#)
- [Create New Order from this Order](#)
- [Perform New Search](#)

Items that are out of stock or are in conflict with the amount of inventory available are highlighted in pink.

1. Click in the "Bottles" field to adjust the number of bottles requested.
2. To delete the product from your order, highlight the product code in the Product Code field and hit the "Delete" button on your keyboard. Then highlight the number of bottles requested in the corresponding "Bottles" field and hit the "Delete" button on your keyboard.

Status: Out of Stock Submit Date: 07-18-2011

Please note: * Indicates that the Retail Bottle Price reflects discount.
If a product is Discontinued or Closed Out, the font color of the product details will be red.

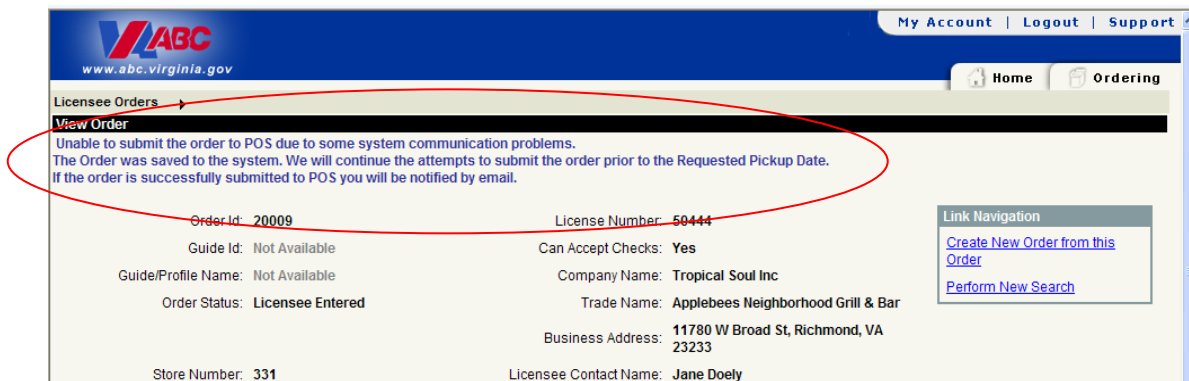
[Find Product Codes](#)

| Line Number | Order Information | Product Information | Discount Information | Store Inventory | | | | | |
|-------------|-------------------|---------------------|----------------------|-----------------|------------------|---------------------|---------------|------------|-------------------|
| | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles |
| 1 | 67595 | 1 | Patron XO Cafe | 750ml | 6 | 27.90 | No | No | 0 |
| 2 | 88290 | 12 | Patron Silver | 200ml | 12 | 17.95 | No | No | 0 |
| 3 | | | | | | | | | |
| 4 | | | | | | | | | |
| 5 | | | | | | | | | |

3. Once you have finished making changes, scroll to the top of the page and click the "Submit" button.

- c. If the message “Unable to submit the order to POS due to some system communication problems.” appears at the top of your screen, this means that there is a connection issue between the MIPS Online Licensee Ordering system and the designated store’s Point of Sale system and that once the connection is restored the order will be submitted.

NOTE: Connection problems can be very short or may be more serious and can last for several days. If you do not receive order confirmation email stating that your order has been successfully submitted within a reasonable time period, then you should contact your primary ABC retail store directly to place your order.



- i. If you do nothing:
- Your order is saved in the system and the system will continue attempts to submit the order prior to the Requested Pickup Date.
- If your order is successfully submitted to POS, you will receive notification via email
- NOTE: Once the order has been fulfilled, you will receive an email notifying you that your order has been picked and verified and it is ready to be picked up from the ABC retail store with which the order was placed.*
- ii. You may contact your primary ABC retail store directly to place your order if you do not receive order confirmation email stating that your order has been successfully submitted within a reasonable time period.

3.4 View Product and Discount Information

While creating an order:

NOTE: See section 3.3 – “Create and Order”.

1. Enter the product code in the “Product Code” field.

Please note: * indicates that the Retail Bottle Price reflects discount.
[Find Product Codes](#) If a product is Discontinued or Closed Out, the font color of the product details will be red.

| Line | Order Information | | Product Information | | | | Discount Information | | Store Inventory |
|--------|----------------------|----------------------|---------------------|-------------|------------------|---------------------|----------------------|------------|-------------------|
| Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles |
| 1 | <input type="text"/> | <input type="text"/> | | | | | | | |
| 2 | <input type="text"/> | <input type="text"/> | | | | | | | |
| 3 | <input type="text"/> | <input type="text"/> | | | | | | | |

2. Place the cursor within the field and press the “Enter” key on your keyboard.

3.5 Search Product Information

While creating an order:

NOTE: See section 3.3 – “Create and Order”.

1. Click on the “Find Product Codes” link

Please note: * indicates that the Retail Bottle Price reflects discount.
[Find Product Codes](#) If a product is Discontinued or Closed Out, the font color of the product details will be red.

| Line | Order Information | | Product Information | | | | Discount Information | | Store Inventory |
|--------|----------------------|----------------------|---------------------|-------------|------------------|---------------------|----------------------|------------|-------------------|
| Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles |
| 1 | <input type="text"/> | <input type="text"/> | | | | | | | |
| 2 | <input type="text"/> | <input type="text"/> | | | | | | | |

2. Enter Search Criteria information to assist you with finding the correct product and click the “Search” button in the upper right-hand corner of the Search window.

Please note: * indicates that the Retail Bottle Price reflects discount.
[Find Product Codes](#) If a product is Discontinued or Closed Out, the font color of the product details will be red.

| Line | Order Information | | Product Information | | | | Discount Information | | Store Inventory |
|--------|----------------------|----------------------|---------------------|-------------|------------------|---------------------|----------------------|------------|-------------------|
| Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month | Available Bottles |
| 1 | <input type="text"/> | <input type="text"/> | | | | | | | |
| 2 | <input type="text"/> | <input type="text"/> | | | | | | | |
| 3 | <input type="text"/> | <input type="text"/> | | | | | | | |
| 4 | <input type="text"/> | <input type="text"/> | | | | | | | |

Product Search

Search Criteria

Product Name

- a. Scroll down in the Search window to see the Search results below the “Search Criteria” box.

Please note: * indicates that the Retail Bottle Price reflects discount.
If a product is Discontinued or Closed Out, the font color of the product details will be red.

| Code | Name | Size | BPC | Retail Bottle Price | Discount This Month | Discount Next Month | Choose |
|--------|------------------|-------|-----|---------------------|---------------------|---------------------|--------------------------|
| 067595 | Patron XO Cafe | 750ml | 6 | 27.9 | No | No | <input type="checkbox"/> |
| 067757 | Patron X.O. Cafe | 375ml | 12 | 15.9 | No | No | <input type="checkbox"/> |
| 088290 | Patron Silver | 200ml | 12 | 17.95 | No | No | <input type="checkbox"/> |
| 088294 | Patron Silver | 375ml | 12 | 25 | No | No | <input type="checkbox"/> |

- b. From the Search results, select the item(s) you wish to order by selecting the “Choose” box for the respective product(s).

NOTE: If a product is discontinued or closed out, the font color of the product details will be red.

Please note: * indicates that the Retail Bottle Price reflects discount.
If a product is Discontinued or Closed Out, the font color of the product details will be red.

| Code | Name | Size | BPC | Retail Bottle Price | Discount This Month | Discount Next Month | Choose |
|--------|------------------|-------|-----|---------------------|---------------------|---------------------|-------------------------------------|
| 067595 | Patron XO Cafe | 750ml | 6 | 27.9 | No | No | <input checked="" type="checkbox"/> |
| 067757 | Patron X.O. Cafe | 375ml | 12 | 15.9 | No | No | <input type="checkbox"/> |
| 088290 | Patron Silver | 200ml | 12 | 17.95 | No | No | <input checked="" type="checkbox"/> |
| 088294 | Patron Silver | 375ml | 12 | 25 | No | No | <input type="checkbox"/> |

- c. Scroll to the top of the Search results window and click the “Add Product” button. This will populate the order form on the original screen.

Please note: * indicates that the Retail Bottle Price reflects discount.
If a product is Discontinued or Closed Out, the font color of the product details will be red.

[Find Product Codes](#)

| Line Number | Order Information | Product Code | Bottles |
|-------------|-------------------|--------------|---------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |
| 11 | | | |
| 12 | | | |
| 13 | | | |

Virginia Alcoholic Beverage Control MIPS System - Windows Inte...

You can use * as wildcard when searching by Product Name. The search is NOT case sensitive.
You can enter 'absol*' or 'Absol*' to search for all 'Absolute' products.

Buying Group: STANDARD

Merchandise Category: Tequila

Merchandise Brand: Patron

Merchandise Label: Search All

To search by Label, select a Brand first.

Add Product

| Code | Name | Size | BPC | Retail Bottle Price | Discount This Month | Discount Next Month | Choose |
|--------|------------------|-------|-----|---------------------|---------------------|---------------------|-------------------------------------|
| 067595 | Patron XO Cafe | 750ml | 6 | 27.9 | No | No | <input checked="" type="checkbox"/> |
| 067757 | Patron X.O. Cafe | 375ml | 12 | 15.9 | No | No | <input type="checkbox"/> |
| 088290 | Patron Silver | 200ml | 12 | 17.95 | No | No | <input checked="" type="checkbox"/> |
| 088294 | Patron Silver | 375ml | 12 | 25 | No | No | <input type="checkbox"/> |

Local intranet 100%

3.6 Save Order as Draft

Orders may be saved as drafts so that you can come back at a later time and update or complete the order and then submit it.

NOTE: The Online Licensee Ordering system has a limited time for a browser session to stay active, so it is a good idea to save an order as a draft if you believe it will take you longer than 10-15 minutes to complete the order screen or if you are going to be away from your computer for any amount of time while in the midst of placing an order.

1. While creating an order, click the “Save Draft” button located in the upper right-hand corner of the screen.

The screenshot shows the 'Create Licensee Order' page. At the top right, there are links for 'My Account', 'Logout', and 'Support'. Below these are 'Home' and 'Ordering' tabs. The main heading is 'Licensee Orders' with a sub-heading 'Create Licensee Order'. In the top right corner of the form area, there are three buttons: 'Cancel', 'Save Draft' (circled in red), and 'Submit'. A note states: 'Same day orders must be submitted before 8 am. Please contact the store directly if you need scheduling assistance.' The form contains several fields: 'Store Number' (331), 'Store Address' (Short Pump Crossing Shopping Center 3406 Pump Road, Richmond, VA 23233), 'Store Phone' (804-360-7613), 'License Number' (50444), 'Requested Pickup Date' (dropdown), and 'Order Contact' (Jane Doely). A 'Link Navigation' box contains a 'Perform New Search' link. A note at the bottom states: 'Please note: * Indicates that the Retail Bottle Price reflects discount. If a product is Discontinued or Closed Out, the font color of the product details will be red.' Below this is a table with columns for Line Number, Order Information, Product Information, Discount Information, and Store Inventory.

| Line Number | Order Information | | Product Information | | | Discount Information | | Store Inventory |
|-------------|-------------------|--------|---------------------|--------|-------------|----------------------|---------|-----------------|
| | Product | Bottle | Product | Bottle | Bottles per | Retail Bottle | Current | Next |

For instructions on how to access a draft order see section 3.8.1 – “Search Orders and Guides”

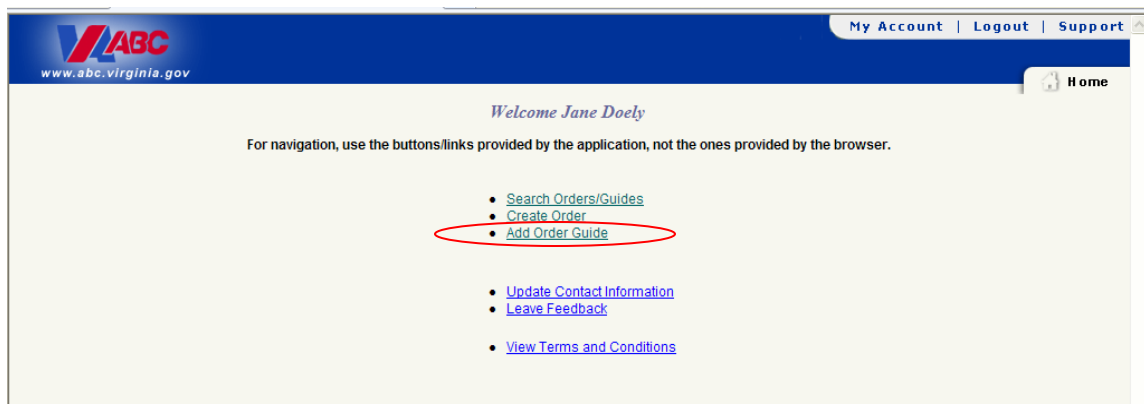
3.7 Create Order Guide

The Online Licensee Ordering system has a feature that allows you to make an order guide (or template) and re-use it as a basis for future orders. This cuts down on the amount of time you have to spend entering orders into the system. Multiple guides may be created to account for ordering in special circumstances. For example, perhaps you want to make a guide for - regular holiday orders. By doing so you may increase the efficiency of your ordering and eliminate the need to research old invoices to recreate new orders.

To place an order from a guide, simply log in to the system and select your guide, make any necessary adjustments and select the your new order. See section 3.8.5 – “Create Order from Guide or Previous Order”.

Note: Prior orders may also be used as starting points for new orders, however, the Online Licensee Ordering system only keeps orders for the last three months. Order Guides will be stored until removed by the licensee.

1. Log in to the Online Licensee Ordering System. See section 3.3 – “Log in”.
2. Click the “Add Order Guide” Link.



3. Enter the guide/profile name in the “Guide/Profile Name” field.
NOTE: An example could be “Regular Weekly Liquor Order” or “Christmas Holiday Order” or “My Vodka Order.”

The screenshot shows the 'Create Order Guide' form. At the top, there's a blue header with the ABC logo and the URL www.abc.virginia.gov. To the right of the header are links for 'My Account', 'Logout', and 'Support'. Below the header, there's a 'Licensee Orders' section with a 'Create Order Guide' link. The form includes a 'Guide/Profile Name' field (circled in red), a 'License Number' dropdown menu (set to 24054), and a 'Link Navigation' button labeled 'Perform New Search'. A note states: '* Denotes a required field'. Below the form, there's a table for adding product codes and quantities.

| Line | Guide Information | | Product Information | | | | Discount Information | |
|--------|-------------------|---------|---------------------|-------------|------------------|---------------------|----------------------|------------|
| Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month |
| 1 | | | | | | | | |

4. Verify that the guide is for the correct license number.
 - a. If you have multiple license numbers, select the correct license number from the drop-down “License Number” field.
5. Create your guide by adding product codes and quantities as when creating an order.
NOTE: See section 3.3 – “Create an Order” for details.
6. When you have completed your guide, scroll to the top of the page and click the “Submit” button.

[My Account](#) | [Logout](#) | [Support](#)

[Home](#) | [Ordering](#)

[Licensee Orders](#) >

Create Order Guide

Cancel **Submit**

* Denotes a required field

* Guide/Profile Name

* License Number

Please note: * indicates that the Retail Bottle Price reflects discount.

[Find Product Codes](#) If a product is Discontinued or Closed Out, the font color of the product details will be red.

| Line | Guide Information | | Product Information | | | | Discount Information | |
|--------|----------------------|----------------------|---------------------|-------------|------------------|---------------------|----------------------|------------|
| Number | Product Code | Bottles | Product Name | Bottle Size | Bottles per Case | Retail Bottle Price | Current Month | Next Month |
| 1 | <input type="text"/> | <input type="text"/> | | | | | | |
| 2 | <input type="text"/> | <input type="text"/> | | | | | | |
| 3 | <input type="text"/> | <input type="text"/> | | | | | | |

Link Navigation
[Perform New Search](#)

3.8 Previous Orders and Guides

The Online Licensee Ordering system allows you to view, update and delete your guides and previously submitted orders.

Additionally, previous orders and guides may be used as starting a point to create new orders, however, the system only keeps three months of order history. Order Guides will be stored until removed by the licensee.

3.8.1 Search Orders and Guides

1. Log in to the Online Licensee Ordering System.

NOTE: See section 3.3 – “Log in”.

2. Click the “Search Orders/Guide” Link.

[My Account](#) | [Logout](#) | [Support](#)

[Home](#)

Welcome Jane Doely

For navigation, use the buttons/links provided by the application, not the ones provided by the browser.

- Search Orders/Guides**
- [Create Order](#)
- [Add Order Guide](#)
- [Update Contact Information](#)
- [Leave Feedback](#)
- [View Terms and Conditions](#)

3. Enter your search criteria and click the “Search button..

My Account | Logout | Support

www.abc.virginia.gov

Home Ordering

Licensee Orders

Search Licensee Orders and Guides

Search

Search Criteria

Order Number Guide ID

License Number Guide Name

Store Number Type

Product Code Order Status

From Pickup Date [Calendar](#) To Pickup Date [Calendar](#)

Sort Options

☒ Order Pickup Date

☐ Store Number

☐ License Number

☐ Guide Name

Sort Order

Descending

4. Scroll down to view Search results.

Search Criteria

Order Number Guide ID

License Number Guide Name

Store Number Type

Product Code Order Status

From Pickup Date [Calendar](#) To Pickup Date [Calendar](#)

Sort Options

☒ Order Pickup Date

☐ Store Number

☐ License Number

☐ Guide Name

Sort Order

Descending

| Type | Order or Guide ID | Guide Name | License Number | Store Number | Requested Pickup Date | Status | Action |
|-------|-------------------|----------------|----------------|--------------|-----------------------|------------------|--------|
| Guide | 2 | My Vodka Guide | 24054 | | | | |
| Order | 20005 | Not Available | 50444 | 331 | 07-30-2011 | Licensee Entered | |
| Order | 20007 | Not Available | 24054 | 778 | 07-29-2011 | Store Pending | |
| Order | 20006 | Not Available | 50444 | 331 | 07-27-2011 | Licensee Entered | |
| Order | 20004 | Not Available | 24054 | 778 | 07-23-2011 | Licensee Entered | |
| Order | 20009 | Not Available | 50444 | 331 | 07-21-2011 | Licensee Entered | |
| Order | 20008 | Not Available | 24054 | 778 | 07-19-2011 | Store Pending | |
| Order | 20001 | Not Available | 50444 | 331 | 07-16-2011 | Licensee Entered | |

Rows: 1 to 8 of 8


3.8.2 View Order Status

On the “Search Licensee Orders and Guides” results screen:

1. To view the status of an order, see the “Status” column.
NOTE: See section 3.8.1 – “Search Orders and Guides” for instructions on how to access this search feature.

3.8.3 View Order and Guide Details


On the “Search Licensee Orders and Guides” results screen:

1. To view order or guide details, click on the magnifying glass button  in the “Action” column for the item you wish to view.

NOTE: See section 3.8.1 – “Search Orders and Guides” for instructions on how to access this search feature.

3.8.4 Update Order and Guide Details


On the “Search Licensee Orders and Guides” results screen:

1. To update order or guide details, click on the up arrow button  in the “Action” column for the item you wish to update. You will only be able to update orders or guides with a status of “Draft” or “Out of Stock”.

NOTE: See section 3.8.1 – “Search Orders and Guides” for instructions on how to access this search feature.

3.8.5 Create Order from Guide or Previous Order


On the “Search Licensee Orders and Guides” results screen:

1. To create an order from a guide or previously created order, click on the curved arrow button  in the “Action” column for the item you wish to use as a basis for your new order.

NOTE: See section 3.8.1 – “Search Orders and Guides” for instructions on how to access this search feature.

3.8.6 Delete Guides

On the “Search Licensee Orders and Guides” results screen:

2. To delete guides, click on the trash can button  in the Action column for the item you wish to delete.

NOTE: See section 3.8.1 – “Search Orders and Guides” for instructions on how to access this search feature.

4 Glossary

MIPS – MIPS stands for Management of Inventory and Product Sales. This system tracks alcohol and non-alcohol inventory of products for resale. The online licensee ordering application links directly into this system and allows the user to see exactly what is available for order in their assigned ABC store's inventory.

POS – POS stands for Point-of-Sale system. This is essentially the cash register system at the assigned ABC store.

5 Troubleshooting and FAQs

1. How do I know my order has been successfully submitted and is ready for pick-up on the date I requested?

The Online Licensee Ordering system generates two key emails to update you on the status of your order.

- When your order is successfully submitted, you receive a confirmation message as feedback from the system and an email confirming that your order was submitted. See section 3.3 – “Create an Order” for thorough details.
- When your order has been fulfilled and is ready for pick-up, an email is sent including notification that your order has been picked and verified and is ready to be picked up from the ABC retail store with which the order was placed.

See question 2 below for troubleshooting information.

2. I submitted an order but never got confirmation via email that the order was sent to the store.

You will receive email confirmation once your order was sent to the store; however, there are several issues that may prevent you from receiving this email.

- a. The email address that was entered on the Contact Information page may not be valid. You can check the email used for your Online Licensee Ordering communications by logging in to MIPS and using the “Update contact information” link on the main MIPS welcome screen.
- b. Network connectivity with the store may be unavailable. The order will continue to attempt to submit for a period of time in case network connectivity is restored. Otherwise, please contact your store directly to place your order or try back again later.
- c. If one or more items on the order has a zero (0) available inventory quantity or is below the inventory quantity requested, **NONE OF THE ORDER WILL BE SUBMITTED.** There are several options to resolve this:
 - i. You may choose to do nothing. Once you click “Submit”, your order is saved to the system which will continue attempts to submit your order prior to the Requested Pickup Date. You will receive notification via email in the event that the store gets enough inventory to process your order. However, upon your Requested Pickup Date, if one or more items on your list is still either not available or is not available in the quantity that you requested, NONE OF THE ORDER WILL BE SUBMITTED.
 - ii. You may choose to contact the store to verify if the inventory quantity is accurate or if more is coming in at a later time. You may then use one of the remaining options to resolve your order.
 - iii. You may remove any item(s) from your order that have zero (0) available inventory quantity and re-submit your order. You may also contact your primary ABC store to have the removed items added back to your order if now or soon to be available.

- iv. You may substitute any item(s) with zero (0) available inventory quantity and re-submit your order.

3. The ABC store listed on my profile is not the ABC store with which I usually place my order.

MIPS Online Licensee Ordering will allow you to place orders for pick-up ONLY at your base store as assigned by your Enforcement Agent.

Submitting your order online through this system places your order directly with the POS system of the store noted as your base store. You will not be able have the pickup location changed once you place your order. If the store that appears on your profile or when placing your order online is incorrect or has changed, please DO NOT SUBMIT AN ORDER.

To have your base store assignment corrected for purposes of Online Licensee ordering, contact the store with which you generally place your orders. Future releases of Online Licensee Ordering are scheduled to have the ability to request a change to your primary store.

4. All the items I entered on my order are showing a zero (0) available inventory quantity at the store.

Network connectivity with the store may be unavailable. Please contact your store directly to place your order or try back again later.

5. I try to submit my order and nothing happens.

This is typically caused by a browser or java script issue. Please confirm that your browser settings are configured to enable Java-script and Session Cookies and that Pop-ups are not blocked. MIPS is optimized for Internet Explorer 8 at this time. However, we will continue to increase browser compatibility with each future application releases.